

**BEFORE
THE PUBLIC SERVICE COMMISSION
OF SOUTH CAROLINA
DOCKET NO. 2019-147-T**

Application of Miracle Movers, Incorporated
to Amend Class E (Household Goods)
Certificate of Public Convenience and
Necessity No. 9835, along with a Request to
Amend Tariff - (See Docket No. 2016-377-T)

**PREFILED DIRECT
TESTIMONY
OF HANNAH UNDERWOOD**

1 **Q. Please state your name, employer, and business address.**

2 **A.** My name is Hannah Underwood. I am the Managing Partner of the Myrtle Beach office
3 of Applicant, Miracle Movers, Inc. (“Miracle Movers”) at 2220 Hwy. 643, Myrtle Beach, South
4 Carolina, 29577

5 **Q. What is the purpose of your testimony?**

6 **A.** I am testifying in support of Miracle Movers' Application for a Class E Certificate of
7 Public Convenience and Necessity with statewide authority.

8 **Q. Where is Miracle Movers organized, and where is its registered office?**

9 **A.** Miracle Movers is a North Carolina corporation with a registered office at 1536 Castle
10 Hayne Road No. 13, Wilmington, North Carolina, 28401.

11 **Q. Where are Miracle Movers’ offices?**

12 **A.** Miracle Movers is a family-owned business with branches in Wilmington, Raleigh,
13 Fayetteville, Greensboro, Lake Norman, and Myrtle Beach.

14 **Q. How did you become associated with Miracle Movers?**

15 **A.** I have been a friend of Miracle Movers’ founders, Chris and Samantha Wilhoit, for over
16 ten years. I started working with them in the Wilmington office packing over a year ago.

1 **Q. Please tell the Commission about your education and work history?**

2 A. I attended East Carolina University and have an Associate's degree in Arts from Cape
3 Fear Community college. I have worked as a restaurant manager, a packer, and office employee
4 with Miracle Movers for almost two years. I have been managing the Myrtle Beach office since
5 December of 2018.

6 **Q. Does Miracle Movers have Certificate of Public Convenience and Necessity**
7 **("CPCN") to provide household goods moving services?**

8 A. Yes. Miracle Movers has CPCN No. 9835 issued on March 3, 2017, granting the
9 company authority to provide moving services between points and places in Horry, Georgetown,
10 and Charleston counties.

11 **Q. Please describe the services Miracle Movers would now like to provide.**

12 A. Miracle Movers will provide all services associated with household goods moving such
13 as packing, unpacking, and physical labor on a statewide basis.

14 **Q. How many employees does Miracle Movers have?**

15 A. The Myrtle Beach office has eleven full-time employees. Employment of full-time and
16 part-time workers varies according to demand.

17 **Q. Will Miracle Movers hire more employees if this Application is granted?**

18 A. Absolutely.

19 **Q. Does Miracle Movers conduct background checks before hiring new employees?**

20 A. Yes.

21 **Q. Does Miracle Movers drug test new hires?**

22 A. Yes.

23 **Q. How does Miracle Movers train its employees?**

A. We believe in on the job training. An Operations Manager goes on the jobs and makes sure the employees are doing the work correctly. We also send new employees with experienced crews so they can see proper procedures demonstrated first hand.

Q. Does Miracle Movers own or lease any vehicles?

A. Yes, Miracle Movers owns a 2003 International DT 4200 and a 2002 International DT 4300. Both are 16,000 lb. trucks.

Q. Does Miracle Movers plan to acquire other vehicles?

A. Yes.

Q. Is Miracle Movers insured?

A. Yes. Insurance certificates are attached to Miracle Movers' Application showing vehicle liability coverage of \$1,000,000 and cargo insurance of \$50,000 per truck.

Q. Is Miracle Movers requesting changes to its approved tariff?

A. Yes. Miracle Movers is requesting approval of these seasonal rates:

October - March

Movers

Hourly Rate

Two Men and a Truck	\$100.00
Three Men and a Truck	\$140.00
Four Men and a Truck	\$180.00
Each Additional Man	\$40.00 per man/per hour
Each Additional Truck	\$40.00 per truck/per hour

April - September

Movers

Hourly Rate

Two Men and a Truck	\$110.00
Three Men and a Truck	\$150.00
Four Men and a Truck	\$190.00
Each Additional Man	\$40.00 per man/per hour
Each Additional Truck	\$40.00 per truck/per hour

1 **Q. Why does Miracle Movers wish to implement seasonal rates?**

2 **A.** The proposed rates reflect the increased demand for services and the higher cost of labor
3 during the April – September period in the Grand Strand area where the company is based.

4 **Q. How will you quote the cost of a move to a customer?**

5 **A.** Miracle Movers will only provide an estimated cost of a move; not a fixed price. We base
6 our quotes on square footage, moving experience, and what clients convey they need to have
7 moved. On-site estimates will be performed if deemed necessary.

8 **Q. Does Miracle Movers have a Bill of Lading?**

9 **A.** Yes, I've attached a Bill of Lading form to my testimony as Exhibit B.

10 **Q. Will Miracle Movers provide a Bill of Lading for each move it conducts?**

11 **A.** Yes.

12 **Q. Why do you believe there is a need for Miracle Movers' services in South Carolina?**

13 **A.** As the article attached as Exhibit C explains, South Carolina is experiencing strong
14 population growth, particularly in the Horry County area where Miracle Movers is based:

15 Horry County is the fastest growing county in South Carolina and
16 one of the fastest growing areas in the country, according to the
17 latest U.S. Census data, which shows population estimates from
18 2010 to 2018.

19 The county's population increased from 269,291 in 2010 to 344,147
20 in 2018, according to the data, a jump of nearly 28 percent. Horry
21 County added an estimated 11,496 residents just from 2017 to 2018,
22 the data shows.

23 *"Horry County is SC's fastest growing area, census shows, and there's*
24 *no signs of slowing"* MyrtleBeachOnline, April 19, 2019,
25 [https://www.myrtlebeachonline.com/news/local/article229457479.](https://www.myrtlebeachonline.com/news/local/article229457479.html)
26 [html](https://www.myrtlebeachonline.com/news/local/article229457479.html)
27

28 With population growth, demand for household goods movers will continue to grow as well.

29 **Q. How will Miracle Movers reach its customers?**

30 **A.** We market Miracle Movers with social media, our website, mailers, and our trucks.

1 **Q. Is Miracle Movers financially able to provide service to the public?**

2 **A.** Yes. As shown on our application, Miracle Movers is financially viable.

3 **Q. Are there any outstanding court orders or judgments against Miracle Movers or**
4 **you, personally?**

5 **A.** No.

6 **Q. Are you aware of any complaints filed against Miracle Movers or you with the**
7 **Better Business Bureau, the Chamber of Commerce, or any state, or municipal court, or**
8 **agency?**

9 **A.** No.

10 **Q. Has Miracle Movers or have you ever been convicted of a crime?**

11 **A.** No.

12 **Q. Are you familiar with, and do you agree to comply with, the statutes and regulations**
13 **that govern the operation of intrastate household goods movers in South Carolina?**

14 **A.** Yes, and Miracle Movers will comply with them.

15 **Q. Have you published a notice of Miracle Movers' application?**

16 **A.** Yes. A notice of Miracle Movers' Application was published in the *Post & Courier*
17 newspaper on May 17, 2019, and an affidavit of publication has been filed with the Commission.

18 **Q. What is Miracle Movers' plan for the next five years?**

19 **A.** To successfully serve our expanded territory.

20 **Q. Does this conclude your testimony?**

21 **A.** Yes.